



OFFICE OF THE SANGGUNIANG PANLALAWIGAN

CITIZEN'S CHARTER

2021 (1st Edition)



OFFICE OF THE SANGGUNIANG PANLALAWIGAN

CITIZEN'S CHARTER

2021 (1st Edition)



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels



LIST OF SERVICES

Office of the Sangguniang Panlalawigan

1. Internal Services

Issuance/release of ordinance/appropriation ordinance authorizing augmentation or appropriation of funds of various provincial government offices and provincial government operated and maintained hospitals	4
Issuance/release of approved provincial ordinance (general or special) upon request of interested parties	7

2. External Services

Issuance/release of resolutions approving review actionson ordinances/appropriation ordinances/resolutions submitted by the component city and municipality	9
Filing of Administrative Complaint	12
Filing of Notice of Appeal	15
Issuance of certification as to the requests for posting in the SP bulletinboard by various GOCCs, NGAs, POs, NGOs, Applicants (Natural Person/Juridical Person)	18
Application for accreditation of various POs AND NGOs	19



OFFICE OF THE SANGGUNIANG PANLALAWIGAN
Internal and External Issues



1. ISSUANCE/RELEASE OF ORDINANCE/APPROPRIATION ORDINANCE AUTHORIZING AUGMENTATION OR APPROPRIATION OF FUNDS OF VARIOUS PROVINCIAL GOVERNMENT OFFICES AND PROVINCIAL GOVERNMENT OPERATED AND MAINTAINED HOSPITALS

Office or Division:	Office of the Secretary to the Sangguniang Panlalawigan-Records			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various Offices and hospitals operated by the Provincial Government of Sorsogon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Copy of request for an appropriation ordinance/ordinance		From the respective offices of the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submit request for the passage of an ordinance/ appropriation ordinance.	1. The said copy shall be duly stamped as received and entered into the record of the Sangguniang Panlalawigan by the receiving clerk on duty.	None	5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban
	2. A receiving copy of the transmittal, duly stamped with the date and time it was actually received and the printed name and signature of the receiving clerk, is returned to the client.		3-5 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban
	3. Forward the request to the SP Secretary for inclusion in the calendar of business	None	5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	4. The SP Secretary will include the same in the calendar of business of the regular/special session	None	Cut off time for inclusion in the regular session is every Thursday at 12:00 noon, in case of a Monday Regular Session; Wednesday 5:00PM in case of a Thursday Special Session	Ms. April G. Dellosa Ms. Fatima F. Ruiz Hon. Krunimar Antonio D. Escudero II, MDMG (Majority Floor Leader) Hon. Manuel L. Fortes, Jr. (Presiding Officer)
	5. If the request was referred to the appropriate committee/s during the session, an official REFERRAL will be prepared, signed by the SP Secretary and forwarded to the appropriate committee/s	None	1-3 days after the Regular/ Special Session	Ms. April Grace G. Dellosa Ms. Armi E. Guansing Ms. Rhea T. Diesta Ms. Fatima F. Ruiz
	6. SP Standing Committee to conduct preliminary conference, committee hearing, referral to other agency/provincial office for technical review and/or post-hearing study	None	As the need arises	Concerned SP Committee/s Mr. Eduardo S. Morata, Jr.
	7. SP Standing Committee to render a Committee Report during the Regular/ Special Session	None	One (1) regular session date, unless deferred due to a reasonable cause	Concerned SP Committee/s Mr. Eduardo S. Morata, Jr.



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	8. Confirmation of the Journal inclusive of the subject resolution/appropriation ordinance.	None	One (1) regular session date, unless deferred due to a reasonable cause	10 th Provincial Board
	9. After the request has been approved by the Board, an excerpt in a form of a resolution/ordinance/appropriation ordinance will be prepared and signed by the SP Secretary and the Presiding Officer, after the confirmation of the Journal.	None	1 - 3 days	Ms. Rhea T. Diesta Mr. Vladimir C. Vega Ms. Fatima F. Ruiz Hon. Manuel L. Fortes, Jr.
	10. The approved legislative measure (resolution/ordinance/appropriation ordinance) will be transmitted to the Office of the Governor for his approval and/or appropriate action. <i>Note: Section 54 of RA 7160 provides that if the Governor approves the ordinance, he shall affix signature to each and every page thereof, otherwise, he shall veto it and return the same with his objections to the Sangguniang Panlalawigan, which may proceed to reconsider it by 2/3 vote of all its members. The veto shall be communicated by the Governor within fifteen (15) days, otherwise the ordinance/resolution is deemed effective and legal for all legal intents and purposes.</i>	None	1 day	Ms. Clarisa S. Lastrilla Ms. Fatima F. Ruiz



**OFFICE OF THE SANGGUNIANG
PANLALAWIGAN**

	11. The approved appropriate legislative measure (resolution/ ordinance/ appropriation ordinance) will be affixed with the official seal of the Sangguniang Panlalawigan and transmitted to the requesting office and other concerned provincial government offices for their respective information and appropriate action	None	1 - 2 days	Mr. Mark Anthony G. Domasig Ms. Clarisa S. Lastrilla Ms. Fatima F. Ruiz
END OF TRANSACTION				

2. ISSUANCE/RELEASE OF APPROVED PROVINCIAL ORDINANCE (GENERAL OR SPECIAL) UPON REQUEST OF INTERESTED PARTIES

Office or Division:	Office of the Sangguniang Panlalawigan			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; C2G- Citizen to Government			
Who may avail:	Requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Letter Request/ Filled up Request Form ✓ Official Receipt 		Office of the Sangguniang Panlalawigan-Receiving area Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Submit request to the receiving clerk.	1. Said copy shall be duly stamped as received and the entered into the record of the Sangguniang Panlalawigan by the receiving clerk on duty.	None	5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban Ms. Fatima F. Ruiz Hon. Manuel L. Fortes, Jr.



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	<p>2. Requests addressed to the Vice Governor will be forwarded to his office, for consideration.</p> <p>3. Requests addressed to the SP Secretary will be forwarded to the Office of the SP Secretary, for consideration.</p>			
	4. Conduct research	None	1-3 days	Ms. Nora G. Furing Ms. Florefe M. Deligero
2. The requesting party will pay in the Provincial Treasurer's Office	Certify the copies as authentic photocopies of the original or the records custodian will issue a certification of no record/s found to the requesting client/party, duly noted by the SP Secretary or the Assistant SP Secretary	P5.00/page	10-30 minutes	Ms. Nora G. Furing Ms. Florefe M. Deligero (Order of Payment) PTO (OR) Ms. Fatima F. Ruiz
END OF TRANSACTION				



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

3. ISSUANCE/RELEASE OF RESOLUTIONS APPROVING REVIEW ACTIONS ON ORDINANCES/APPROPRIATION ORDINANCES/ RESOLUTIONS SUBMITTED BY THE COMPONENT CITY AND MUNICIPALITY

Office or Division:	Office of the Sangguniang Panlalawigan - Office of the Secretary to the SP			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Municipalities and component city,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Forwarding letter/transmittal b. Copy of Ordinance/resolutions for review		from the Municipality/city		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. The client officially submits/transmits at least one (1) original copy of the approved ordinance/appropriation ordinance/ resolution duly signed by the respective authorized signatories.	1.The said copy shall be duly stamped as received and entered into the record of the Sangguniang Panlalawigan by the receiving clerk on duty.	None	5-10 minutes	(Admin Division) Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban
2. The receiving copy shall be used as the basis for following up of the legislative status of submitted legislative measure.	2. A receiving copy of the transmittal, duly stamped with the date and time it was actually received with printed name and signature of the receiving clerk, is returned to the client.	None	3-5 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban
	2.1 Forward the received legislative measure to the SP Secretary for inclusion in the calendar of business to be acted upon by the Board on its regular session.	None	5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	2.2 SP Secretary includes the legislative measure in the calendar of business of the regular session.	None	Cut off time for the inclusion in the regular session is every Thursday at 12:00 noon, in case of a Monday Regular Session; Wednesday 5:00 PM in case of a Thursday Special Session	Ms. April Grace G. Dellosa Ms. Fatima F. Ruiz
	2.3 If the ordinance/ appropriation ordinance/resolution was referred to the appropriate committee/s during the session, an official REFERRAL will be prepared, signed by the SP Secretary and forwarded to the appropriate committee/s	None	1-3 days	Ms. April Grace G. Dellosa Ms. Armi E. Guansing Ms. Rhea T. Diesta Ms. Fatima F. Ruiz
	2.4 SP Standing Committee to conduct preliminary conference, committee hearing, referral to other agency/provincial office for technical review and/or post-hearing study Note: <u>As provided by Sections 56 and 327 of RA 7160:</u> <i>In case of an ordinance other than an appropriation ordinance, the Board has to act on the subject matter within 30 days upon receipt by the SP. If no action has been taken by the Board within thirty (30) days after submission, the same shall be presumed consistent with law and therefore valid.</i>	As the need arises	Concerned SP Committee/s Mr. Eduardo S. Morata, Jr.	



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	<i>In case of an <u>appropriation ordinance</u>, the Board has to act on the subject matter within 90 days upon receipt by the SP. If no action has been taken by the Board within ninety (90) days from receipt of copies of such ordinance, the same shall be deemed reviewed in accordance with law and shall continue to be in full force and effect.</i>			
	2.5 SP Standing Committee to render a Committee Report during the Regular/ Special Session	None	One (1) regular session date, unless deferred due to a reasonable cause	Concerned SP Committee/s Mr. Eduardo S. Morata, Jr.
	2.6 Confirmation of the Journal inclusive of the subject resolution.	None	One (1) regular session date, unless deferred due to a reasonable cause	10 th Provincial Board
	2.7 After the ordinance/resolution had been declared valid in its entirety or in part, or declared operative in its entirety or in part (in case of an appropriation ordinance), an excerpt in a form of a resolution will be prepared and signed by the SP Secretary and the Presiding Officer, after the confirmation of the Journal.	None	1 - 3 days	Ms. Rhea T. Diesta Mr. Vladimir C. Vega Ms. Fatima F. Ruiz Hon. Manuel L. Fortes, Jr.



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	<p>2.8 The signed resolution will be transmitted to the concerned local government unit for their information and appropriate action, through personal delivery, postal services, email or private courier service.</p> <p>Note: The different modes of delivery services employed may require varied number of days by which the transmittal will reach the addressee.</p>	None	1-2 days preparation of transmittal	Ms. Clarisa S. Lastrilla Ms. Fatima F. Ruiz
END OF TRANSACTION				

4.FILING OF ADMINISTRATIVE COMPLAINT

Office or Division:	Office of the Sangguniang Panlalawigan - Legislative			
Classification:	Highly Technical			
Type of Transaction:	C2G – Citizen to Government, G2G – Government to Government			
Who may avail:	Any private individual or any government officer or employee filing an administrative complaint against a duly elected officials of a municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ seven (7) legible copies of sworn and verified written complaint ✓ official receipt to be issued by the PTO (docket fee) 		Office of the Sangguniang Panlalawigan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. File a sworn and verified written complaint in seven (7) legible copies to the Office of the Secretariat, with the respondent's	1. The order of payment will be issued by the Office of the Secretary.	Payment of docket fee amounting to Five Hundred Pesos (PHP500.00)	5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban Ms. Florefe M. Deligero



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

<p>complete name, address and designation and accompanied by affidavits (<i>Rule 4 Sec.1 of Provincial Ordinance No. 12-2020</i>) and pay the docket fee in the Provincial Treasurer's Office.</p> <p>The official receipt to be issued by the PTO will be attached to the original complaint.</p>		<p>in the Provincial Treasurer's Office.</p>		
	<p>2. Forward the complaint to the SP Secretary for inclusion in the calendar of business (<i>Rule 4 Sec. 3 of Provincial Ordinance No. 12-2020</i>)</p>		<p>5-10 minutes</p>	<p>Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban</p>
	<p>3. The SP Secretary will include the same in the calendar of business of the regular/special session (<i>Rule 4 Sec. 3 of Provincial Ordinance No. 12-2020</i>)</p>		<p>Cut off time for inclusion in the regular session is every Thursday at 12:00 noon, in case of a Monday Regular Session;</p> <p>Wednesday 5:00PM in case of a Thursday Special Session</p>	<p>Ms. April Grace G. Dellosa Ms. Fatima F. Ruiz</p>
	<p>4. The complaint will be referred to the Investigative Authority during the session, an official REFERRAL will be prepared, signed by the SP Secretary and forwarded to the appropriate committee/s</p>		<p>During session</p> <p>1-3 days after the Regular/Special Session</p>	<p>The Presiding Officer</p> <p>Ms. April Grace G. Dellosa Ms. Fatima F. Ruiz</p>



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	5. Investigative Authority shall issue an order requiring the respondent to submit his verified answer in seven (7) copies		1 – 15 days upon receipt of the complaint	Committee on Good Government, Public Accountability and Ethics acting as the Investigative Authority
	6. Investigative Authority shall conduct an investigation to determine if there is a <i>prima facie</i> case to proceed (<i>Rule 6 Sec. 2 of Provincial Ordinance No. 12-2020</i>)		1 – 20 days upon receipt of respondent's answer	Committee on Good Government, Public Accountability and Ethics acting as the Investigative Authority
2. Both parties will attend the preliminary conference	7. Preliminary conference shall be conducted if the Investigative Authority determined that there is a <i>prima facie</i> case to proceed			Committee on Good Government, Public Accountability and Ethics acting as the Investigative Authority
	8. Transmission of Report to the Disciplinary Authority		Within 20 days (<i>Section 7 Rule 6 of Provincial Ordinance No. 12-2020</i>)	Committee on Good Government, Public Accountability and Ethics acting as the Investigative Authority
	9. The SP Secretary will include the investigative report in the calendar of business of the regular/special session		Cut off time for inclusion in the regular session is every Thursday at 12:00 noon, in case of a Monday Regular Session; Wednesday 5:00PM in case of a Thursday Special Session	Ms. Fatima F. Ruiz Hon. Krunimar Antonio D. Escudero II, MDMG (Majority Floor Leader) Hon. Manuel L. Fortes, Jr. (Vice Governor)



**OFFICE OF THE SANGGUNIANG
PANLALAWIGAN**

	10. The Disciplinary authority shall render a decision.		30 days after the submission of the case	Committee of the Whole
	11. An excerpt of the same shall be prepared after the confirmation of the Journal, and consequently signed by the SP Secretary and the Presiding Officer.		1-3 days	Mr. Vladimir C. Vega Ms. Fatima F. Ruiz Hon. Manuel L. Fortes, Jr. (Presiding Officer)
	12. The signed resolution will be transmitted to requesting party/parties for their information and appropriate action, through personal delivery, postal services, email or private courier service		1-2 days	Ms. Clarisa S. Lastrilla Ms. Fatima F. Ruiz
END OF TRANSACTION				

4. FILING OF NOTICE OF APPEAL

Office or Division:	Office of the Sangguniang Panlalawigan			
Classification:	Highly Technical			
Type of Transaction:	C2G- Citizen to Government; G2G – Government to Government			
Who may avail:	Appelle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ seven (7) legible copies of notice of appeal ✓ Order of Payment ✓ Official Receipt (docket fee) 		Office of the Sangguniang Panlalawigan Official receipt to be issued by the PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. File a notice of appeal in seven (7) legible copies to the Office of the Secretariat (<i>Rule 11 Sec.2 of Provincial Ordinance No. 12-2020</i>) and pay the docket fee in the Provincial Treasurer's Office.	1. The order of payment will be issued by the Office of the Secretary.	Payment of docket fee amounting to Five Hundred Pesos (PHP500.00) in the Provincial Treasurer's Office.	5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban Ms. Florefe M. Deligero (Order of Payment)



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

<p>The official receipt to be issued by the PTO will be attached to the original complaint.</p>				<p>PTO (Payment/OR)</p>
	<p>2. Forward the appeal to the SP Secretary for inclusion in the calendar of business.</p>		<p>5-10 minutes</p>	<p>Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban</p>
	<p>3. The SP Secretary will include the same in the calendar of business of the regular/special session</p>		<p>Cut off time for inclusion in the regular session is every Thursday at 12:00 noon, in case of a Monday Regular Session; Wednesday 5:00PM in case of a Thursday Special Session</p>	<p>Ms. April G. Dellosa Ms. Fatima F. Ruiz Hon. Krunimar Antonio D. Escudero II, MDMG (Majority Floor Leader) Hon. Manuel L. Fortes, Jr. (Presiding Officer)</p>
	<p>4. Notice of Appeal will be referred to the appropriate committee during the session, an official REFERRAL will be prepared, signed by the SP Secretary and forwarded to the appropriate committee/s</p>		<p>1-2 days after the Regular/Special Session</p>	<p>The Presiding Officer Ms. April Grace G. Dellosa Ms. Fatima F. Ruiz</p>



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	5.The committee shall issue an order requiring both parties position paper appending thereto the testimonies of their witnesses and their documentary exhibits within 30 days upon receipt of the order <i>(Sec. 3, Rule 11 of Provincial Ordinance No. 12-2020)</i>		1 – 15 days upon receipt of referral	Committee of the Whole
2.Both parties may/may not attend the hearing, with or without a lawyer; client may be represented by his/her lawyer	6.The committee may conduct a committee hearing to determine the merit of the appeal and render its decision and submit the same to the Board.		1 – 90 days upon receipt of the parties' position paper	Committee of the Whole
	7. The SP Secretary includes the committee report or decision in the calendar of business of the regular/special session		Cut off time for inclusion in the regular session is every Thursday at 12:00 noon, in case of a Monday Regular Session; Wednesday 5:00PM in case of a Thursday Special Session	Ms. April G. Dellosa Ms. Fatima F. Ruiz Hon. Krunimar Antonio D. Escudero II, MDMG (Majority Floor Leader) Hon. Manuel L. Fortes, Jr. (Presiding Officer)



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	8. The copy of the decision shall be prepared after the confirmation of the Journal, and consequently signed by the SP Secretary and the Presiding Officer.		1-3 days	Mr. Vladimir C. Vega Ms. Fatima F. Ruiz Hon. Manuel L. Fortes, Jr.
3. Both parties will be furnished with the copy of the decision	9. The signed resolution containing the decision will be transmitted to requesting party/parties for their information and appropriate action, through personal delivery, postal services, email or private courier service		1-2 days	Ms. Clarisa S. Lastrilla Ms. Fatima F. Ruiz
END OF TRANSACTION				

7. ISSUANCE OF CERTIFICATION AS TO THE REQUESTS FOR POSTING IN THE SP BULLETIN BOARD BY VARIOUS GOCCs, NGAs, POs, NGOs, APPLICANTS (NATURAL PERSON/JURIDICAL PERSON)

Office or Division:	Office of the Sangguniang Panlalawigan			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; NGOs, POs to Government			
Who may avail:	GOCCs, NGOs, POs, Natural and Juridical Persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter Request for posting address to the Vice Governor/Secretary to the SP		Office of the Sangguniang Panlalawigan		
CLIENT STEPS	AGENCY ACTION S	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Submit request for the consideration of the Office of the Vice Governor/OSSP. The said copy shall be duly stamped as received and the entered into the record of the Sangguniang Panlalawigan by the receiving clerk on duty.	1. Forward the request to the Office of the Vice Governor/ OSSP for consideration		5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

	2.The Vice Governor/SP Secretary will instruct the Records Officer to post the said request in the designated area.	None	5-10 minutes	Hon. Manuel L. Fortes, Jr. Ms. Fatima F. Ruiz
	3.Posting of request/s	None	15 days or upon request	Ms. Florefe M. Deligero
	4.Release of certificate of posting	None	1-2 days	Ms. Nora G. Furing Ms. Florefe M. Deligero Ms. Fatima F. Ruiz Hon. Manuel L. Fortes, Jr.
END OF TRANSACTION				

8. APPLICATION FOR ACCREDITATION OF VARIOUS POs AND NGOs

Office or Division:	Office of the Sangguniang Panlalawigan	
Classification:	Highly Technical	
Type of Transaction:	NGOs, POs to Government	
Who may avail:	NGOs, POs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>(DILG Guidelines for accreditation of Civil Society)</p> <ul style="list-style-type: none"> ✓ Letter of Application ✓ Duly accomplished Application Form for Accreditation ✓ Duly approved Board Resolution signifying intention for accreditation ✓ Certificate of Registration of Certificate of Accreditation ✓ List of Current Officers and Members ✓ Original Sworn Statement, issued by the chief executive officer ✓ For existing CSOs, Minutes of the Annual Meetings of the immediately preceding year as certified by the organizations' board secretary ✓ For existing CSOs, Annual Accomplishment Report for the immediately preceding year; ✓ For existing CSOs, Financial Statement, at the minimum, signed by the executive officers; ✓ For CSOs applying to be members of the Local School or Health Boards, photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in education or health services as prescribed in Sections 98 and 102 of RA 7160. 		Office of the Sangguniang Panlalawigan (checklist of requirements)



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submit request for the consideration of the Office of the Vice Governor/Board.	1.The said copy shall be duly stamped as received and the entered into the record of the Sangguniang Panlalawigan by the receiving clerk on duty Forward the request to the Office of the Vice Governor/ OSSP for consideration/ inclusion in the agenda	P100.00	5-10 minutes	Ms. Alma B. Millapre Ms. Ma. Teresa J. Laban Ms. Florefe M. Deligero (Order of Payment) PTO (OR)
	2.The Vice Governor to instruct the SP Secretary to include the request in the agenda(calendar of business of the next regular session)	None	5-10 minutes	Hon. Manuel L. Fortes, Jr. Ms. Fatima F. Ruiz
	3.Inclusion in the agenda	None	3 days before the session	Ms. April Grace G. Dellosa Ms. Fatima F. Ruiz Hon. Kunimar Antonio D. Escudero II Hon. Manuel L. Fortes, Jr.
	4.Referral to appropriate committee	None	1-2 days	Ms. April Grace G. Dellosa Ms. Fatima F. Ruiz
	Conduct of Committee Hearing by the appropriate committee	None	5 days after the hearing	Committee on Livelihood OSSP Staff
	5.Approval of committee report (request approved/denied)	None	45 WD upon receipt may be extended for 20 WD days (Sec.9 of RA 11032)	Committee on Livelihood Board
	6.Preparation of the resolution (approving/denying the request)	None	2CD after the session	OSSP Legislative Staff Ms. Fatima F. Ruiz Hon. Manuel L. Fortes, Jr.
2. The requesting party will received the resolution/certificate	Release of resolution/certificate of accreditation	None	40 minutes	Ms. Nora G. Furing Ms. Florefe M. Deligero Ms. Fatima F. Ruiz
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Vice Governor-copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be addressed to the Vice Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. <p style="margin-left: 40px;">The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</p> 3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained.



	<p>4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



OFFICE OF THE SANGGUNIANG
PANLALAWIGAN

Office	Address	Contact Information
SP-Office of the Vice Governor	SP Building, Augusto G. Ortiz Drive corner, Governor Salvador C. Escudero, Sr. Drive Capitol Compound, Brgy. Burabod, East District, Sorsogon City	wowofortes@gmail.com
SP- Legislative	SP Building, Augusto G. Ortiz Drive corner, Governor Salvador C. Escudero, Sr. Drive Capitol Compound, Brgy. Burabod, East District, Sorsogon City	sp_legislative@sorsogon.gov.ph
SP- Office of the Secretary to the SP	SP Building, Augusto G. Ortiz Drive corner, Governor Salvador C. Escudero, Sr. Drive Capitol Compound, Brgy. Burabod, East District, Sorsogon City	sp_secretary@sorsogon.gov.ph